



Comparable Devices

To close sales today and right-fit our customers with the right device, it's important we:

- Know which devices are comparable, available, and we can offer.
- Identifying key value points your customer is looking for in an upgraded device during the discovery phase.

Transition Say & Do

SAY

The phone is a fantastic device, so fantastic that it will be tough to get a hold of any time soon. We can absolutely get one on order for you today. As it turns out, due to high demand it could be a few weeks or maybe months before it arrives.

Before we get your order going, let's take a look at the full phone line-up to see if we have a device in stock today, that would be a better fit.

Phone #1

Based on what you told me, I would recommend the phone #1 today because:

- You can save roughly \$140 while still getting the best of the best!
- The phone #1 has a slightly larger screen which will make work and play easier to see and do!
- The phone #1 offers a higher MP selfie camera and boasts a larger battery which means more usage time!
- You will lock in today's promotion!

Phone #2

Based on what you told me, I would recommend the phone #2 today because:

- At roughly the same price you will be getting a larger display, longer usage time, and faster charging at 40W!
- The phone #2 also comes with the same great color and storage options!
- We have the phone #2 in stock and can get you set up today!
- You will lock in today's promotion!

DO

With every customer!

- Write down the key value points for your recommendation on the quote!
- Identify and pre-plan for hurdles you will need to overcome to close the sale today.

If the customer still wants the out of stock phone:

- Get your customers **in line, online** by ordering it through either Delivery or Fulfilment!
 - Saving time by eliminating the need to call around searching for inventory.
- Make sure your customer knows every day they wait to order, the arrival date might be pushed back a couple of days.